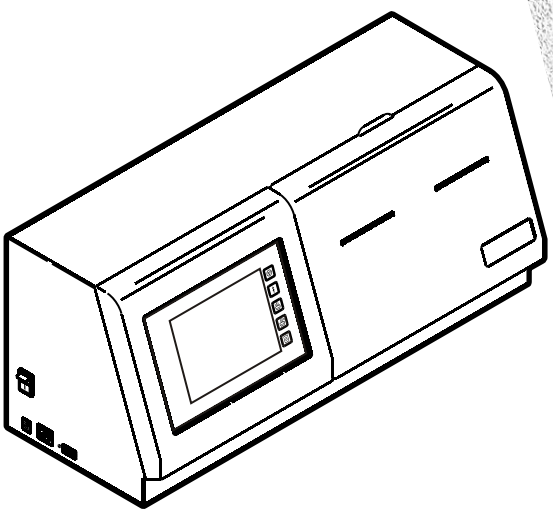
Operator's Handbook

FRESHMARX™ 9415™ Labeling System

FreshMarx™



AVERY DENNISON

TC9415OH Rev. AF 5/09

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Réglement sur le brouillage radioélectrique édicte par le ministère des Communications du Canada.

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TABLE OF CONTENTS

GETTING STARTED 1-1

- Using This Manual 1-1
- Audience 1-1
- Unpacking the Printer 1-2
- Installing the Printer 1-3
- Connecting the Printer's Power Supply 1-4
- Loading Labels 1-5

USING THE APPLICATION 2-1

- About the Printer 2-2
- Calibrating the Touch Screen 2-3
- Printing Freshness Labels 2-4
- Printing Use First Labels 2-6
- Sleep Mode 2-6
- Future Upgrades 2-6

CARE & MAINTENANCE 3-1

- Clearing Label Jams 3-2
- Cleaning the Printhead 3-3
- Cleaning the Touch Screen Display 3-4
- Cleaning the Printer 3-4

TROUBLESHOOTING 4-1

- Technical Support 4-3
- Printing a Diagnostics Label 4-4

LABEL FORMATS A-1
Format 1 ..... A-1
Format 2 ..... A-2
Format 3 ..... A-3
Format 4 ..... A-4
Format 5 ..... A-5
Format 6 ..... A-6
SPECIFICATIONS B-1
Printer Specifications B-1
Supply Specifications B-1

GETTING STARTED 1

Use the FreshMarx™ 9415™ Labeling System for product freshness and to label inventory. This system is available as a single or dual printer.

Information in this document supercedes information in previous versions. Check our Web site for the latest documentation and release information.

Using This Manual

Following is a summary of the contents of this manual:

	Chapter	Contents
1	Getting Started	Unpacking and installing the printer and loading supplies.
2	Printing Labels	Selecting and printing freshness labels.
3	Care & Maintenance	Clearing supply jams and cleaning the printer.
4	Troubleshooting	Common problems and their solutions.
A	Label Formats	Format sizes and content fields.
B	Specifications	Printer and supply specifications.

Audience

The *Operator's Handbook* is for the person who prints and applies labels.

Unpacking the Printer

After you unpack the printer, you should have the following:

- 9415 printer
- power supply and cord
- 4 wall anchors
- wall mount template

Keep all packaging material in case you need to move or return the printer.

Caution: **Do not** touch the electrical connectors while setting up the printer. Static electricity can damage or destroy the electronic components.

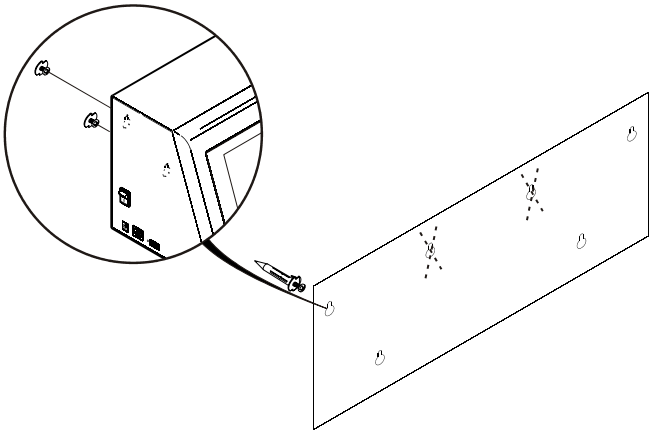
Installing the Printer

To install the printer on the wall:

1. Select a suitable location for the printer on a wall.
2. Tape the wall mount template to the wall in the selected location.

Caution: The template must be level or the printer will not install correctly.

3. Install the four wall anchors according to the four outside holes indicated on the template.



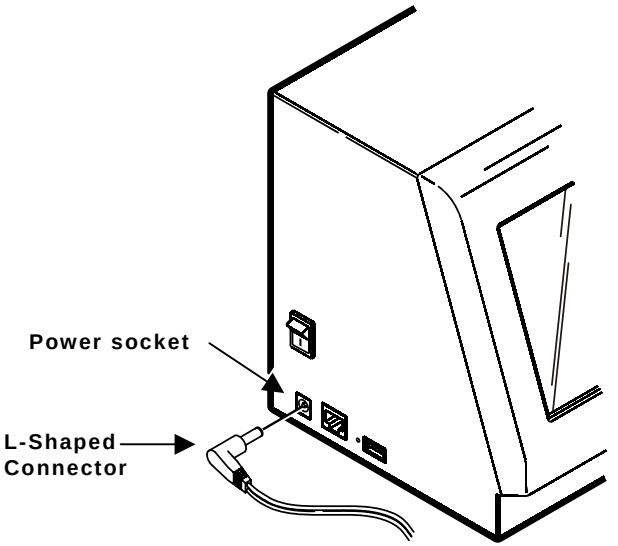
Mounting holes in back of printer

4. Remove the template.
5. Lower the supply door on the printer so you can see the mounting holes on the back of the printer.
6. Attach the printer to the wall anchors using the corresponding holes on the back of the printer.
7. Press down firmly on the printer to lock it in place.
8. Close the supply door.

Connecting the Printer's Power Supply

To connect the power supply to the printer:

1. Turn off the printer. Press the power switch on the side of the printer to the off (O) position.
2. Place the power supply in a suitable location, preferably on a table, near an electrical outlet.
3. Plug the three-hole end of the AC adapter cable into the three-pronged outlet in the printer's power supply.
4. Plug the L-shaped end of the power supply cable into the socket on the side of the printer.



5. Plug the three-pronged end of the AC adapter cord into a grounded electrical outlet.

Warning: The printer and power supply should never be operated in a location where either one can get wet. Personal injury could result.

Loading Labels

Dual printer: Printer 1 is located on the left and Printer 2 is located on the right. Printer 1 is the default printer for all categories and formats.

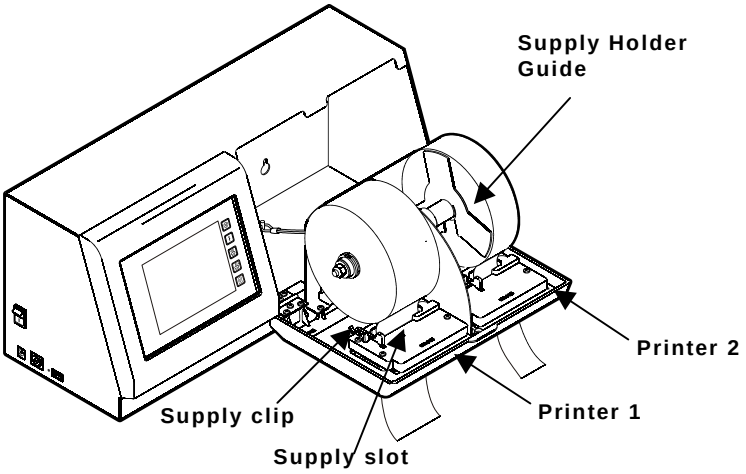
Single printer: Printer 1 (located on the left) is the only available printer. There is no option to assign a format to a printer.

The first time you load the printer after receiving it you must remove and discard the thermal paper from the printer slots.

1. Turn on the printer. Press the power switch on the side of the printer to the on (I) position.
2. Press ↑ to remove the thermal paper from the printer, if necessary.
3. Remove and discard the tape from a new roll of labels.
4. Lower the supply door.
5. Slide a roll of labels onto the supply holder. If necessary, adjust the supply holder guide so it touches the roll.
6. Feed the labels, printing side up, into the supply slots in the supply door.

Note: Make sure no label adhesive is exposed when loading labels. This causes jams.

7. Make sure the supply clip is in the correct position to touch the edge of the supply. This clip guides the labels through the supply slot so they do not shift while printing.



Dual printer shown

8. Close the supply door.
The printer calibrates the labels automatically.

USING THE APPLICATION

2

This chapter describes how to

- use the application
- calibrate the touch screen
- print freshness labels
- print Use First labels.

Note: You may have a custom application that differs slightly from the examples in this manual. The screens and labels shown are for reference only.

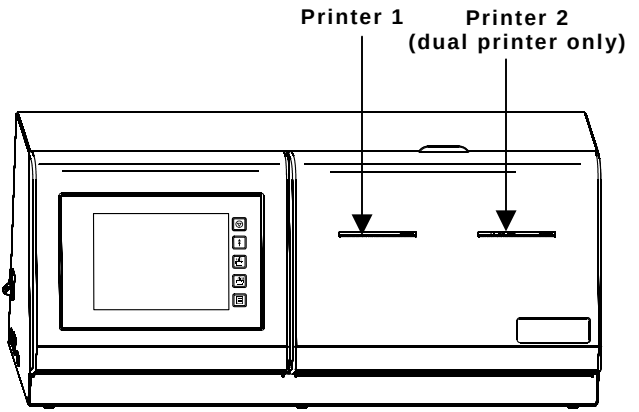
About the Printer

There are five control buttons located on the right side of the touch screen.

Button	Action
	Stops/cancels the current print job.
	Advances supply for the selected printer.
or	Selects which printer feeds the supply. Printer 1 is located on the left side. Printer 2 is located on the right side. **Note:** In the single printer version, these buttons do not function.
	Enters the printer configuration menu.

The rest of the touch screen contains product buttons that are color-coded so you can easily print the item labels.

- Yellow
- Red
- Green
- Blue
- Orange

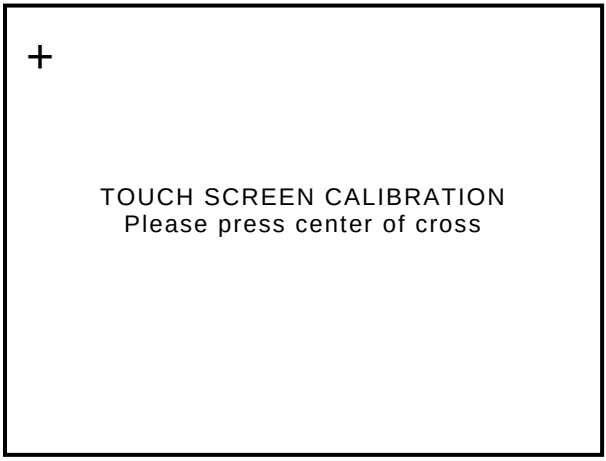


Calibrating the Touch Screen

Calibrate the touch screen so the buttons respond correctly when pressed. Do this the first time you turn the printer on after receiving it and whenever the screen does not correctly respond to your touch.

1. Press any part of the upper right-hand quarter of the screen as you turn on the printer.

The Touch Screen Calibration screen appears.



2. Follow the instructions to calibrate the touch screen.

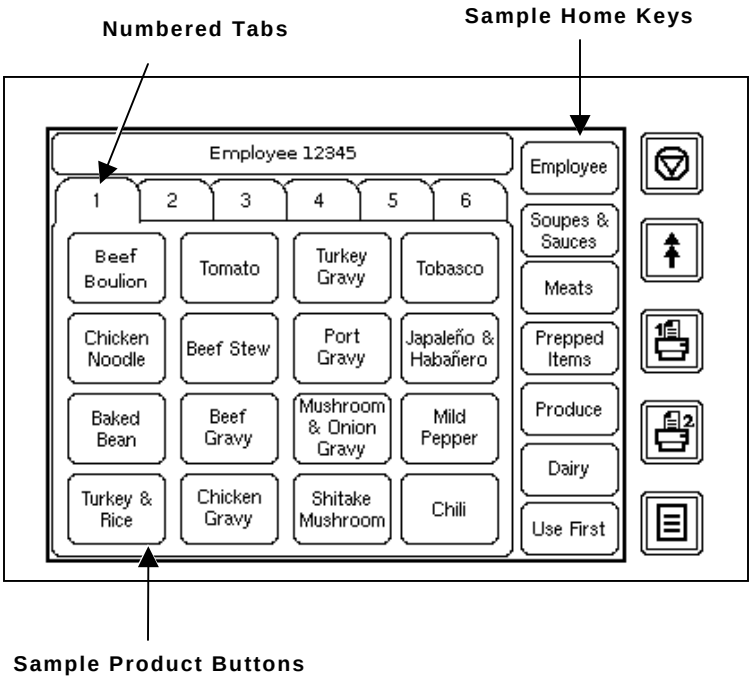
The application runs automatically when you are finished.

Printing Freshness Labels

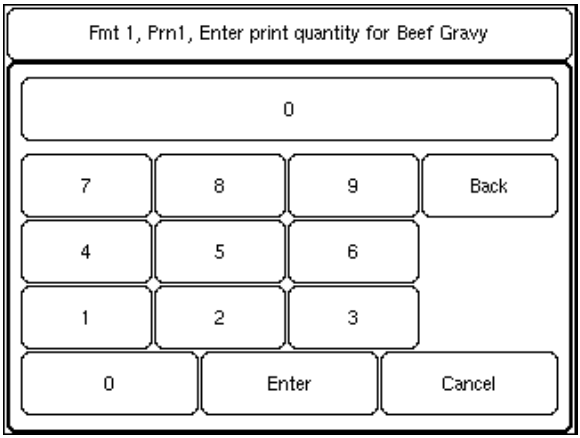
Use the application to label any product for freshness. All products are listed under their corresponding category. Select a new category by touching one of the color-coded home keys on the right side of the screen.

Note: All products in a category may not appear on the screen. Use the numbered tabs at the top of the screen to view more products.

1. Turn on the printer.
2. Enter your Employee ID and press **Enter**. Your ID must be 2-10 alphanumeric characters. Your ID appears on the freshness labels.



3. Press any product button.



4. Use the numeric buttons to enter the quantity of labels to print.

   Press **Back** to backspace one character.

   Press **Cancel** to return to the product screen without printing labels.

5. Press **Enter** to print labels in the quantity you entered.
   OR
   Press **Enter** without entering a quantity to print only one label.

Labels print for the selected product.

Note: If the printer is out of labels, a preview of the label appears on the screen and no label prints. Touch the screen to return to the product screen.

Printing Use First Labels

Apply a “Use First” label to any product on the shelf that needs to be used first. A Use First label can print on any label format. The current date and time is printed on a Use First label.

1. Press **Use First** on the right side of the screen. The Enter Print Quantity screen appears.
2. Enter the quantity of Use First labels you need to print and press **Enter**.
   OR
   Press **Enter** without entering a quantity to print only one label.

Labels with the words "Use First" print.

Note: If the printer is out of labels, a preview of the label appears on the screen and no label prints. Touch the screen to return to the product screen.

Sample Label

Sleep Mode

After 10 minutes of inactivity, the touch screen backlight dims to conserve power. After 30 minutes of inactivity, the screen saver appears. After 50 minutes of inactivity, the screen goes blank.

To wake up the printer, gently touch the screen.

Future Upgrades

Managers will provide updates.

CARE & MAINTENANCE

3

This chapter tells you how to

- clear label jams
- clean the printhead
- clean the printer.

Clearing Label Jams

To clear a jam:

1. Lower the supply door.
2. Remove any previously loaded labels.
3. Slide the roll of labels off the supply holder.
4. Remove the jammed labels.

Caution: **Do not** use sharp or pointed objects to remove labels. It may damage the printer.

5. Reload the labels. See “Loading Labels” in Chapter 1 for more information.
6. Close the supply door.
7. Press ↑ to calibrate the labels.

Cleaning the Printhead

Clean the printhead after every five rolls of labels or when you see voids in the print.

Voids

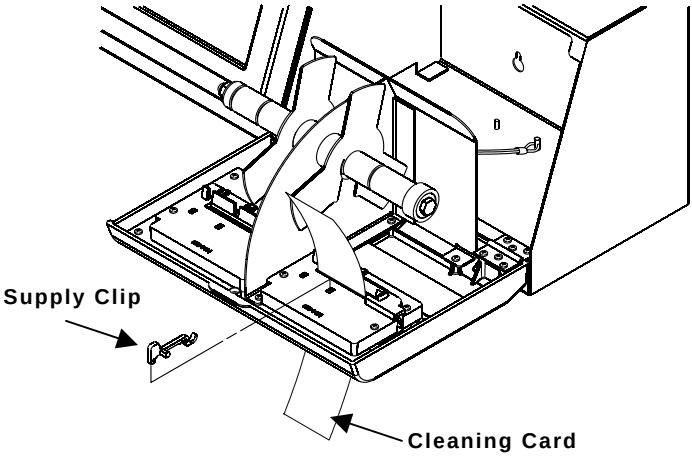
Correct Print

To clean the printhead, use a Thermal Printer Cleaning Card (order number 116527 – sold separately).

1. Turn on the printer.
2. Lower the supply door.
3. Remove any labels.

Note: You may need to carefully remove the supply clip so the cleaning card fits through the supply slot.

4. Feed the cleaning card into the supply slot.



5. If you have the dual printer, select the printer you are cleaning.
6. Press ↑ until the cleaning card is completely through the supply slot. Repeat as needed.
7. Let the printhead dry briefly.
8. Replace the supply clip to the previous position, if necessary.
9. Reload the labels. See “Loading Labels” in Chapter 1 for more information.

Cleaning the Touch Screen Display

Use a non-ammonia glass cleaner and a soft cloth to clean the touch screen display. If a stronger cleaner is needed, use a mixture of 50% isopropyl alcohol and water.

Caution: **Do not** use sharp objects or abrasive cleaners on the touch screen display. It can damage the screen.

Cleaning the Printer

Slightly dampen a cloth with water and wipe the printer’s exterior surfaces clean. Use a dry, soft-bristled brush to clean paper dust out of the supply door’s interior.

Caution: **Do not** use household cleaners to clean the printer.

TROUBLESHOOTING 4

This chapter lists some common problems and their solutions.

Problem	Action
Screen is off when the printer is turned on.	Check the power connections from the power supply to the printer and the wall outlet. See "Connecting the Printer's Power Supply" in Chapter 1 for more information.
The printer does not print.	Load the labels correctly and make sure they are the FreshMarx labels recommended for this application. See "Loading Labels" in Chapter 1 for more information.
	Labels may be jammed. See "Clearing Label Jams" in Chapter 3 for more information.
Printing stops OR the printer does not advance from one label to the next correctly.	Calibrate the supply. **1.** Load labels. See "Loading Labels" in Chapter 1 for more information. **2.** Press ⇞ to calibrate the labels.
	Clear a label jam. See "Clearing Label Jams" in Chapter 3 for more information.
	Place the supply clip in the correct position to rest against the edge of the labels. See "Loading Labels" in Chapter 1 for more information.

Problem	Action
Label exits partially out of the printer or skips a label.	A label may be caught in the printer. See “Clearing Label Jams” in Chapter 3 for more information.
	Make sure the labels are loaded correctly and that they are the FreshMarx labels recommended for this application. See “Loading Labels” in Chapter 1 for more information.
Printing is faded or poor quality.	Make sure the labels are loaded correctly and that they are the FreshMarx labels recommended for this application. See “Loading Labels” in Chapter 1 for more information.
	Clean the printhead. See “Cleaning the Printhead” in Chapter 3 for more information.
Printer performs no action or an incorrect action after pressing a key.	Calibrate the touch screen. See “Calibrating the Touch Screen” in Chapter 2 for more information.
Forgot Manager Password	Enter password **5675**. The Configure screen appears. Refer to the *System Administrator’s Guide* for information on resetting the Manager Password.

Problem	Action
Paper Out error appears.	Load labels. See “Loading Labels” in Chapter 1 for more information.
Printhead Over Temperature error appears.	Turn off the printer and allow it to cool down before you resume printing.
Motor Over Temperature error appears.	Turn off the printer and allow it to cool down before you resume printing.

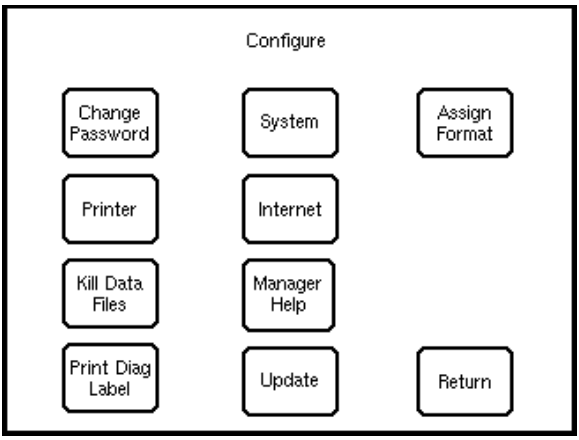
Technical Support

If these solutions do not work, call Service at the number listed on the back of this manual. Before calling Service, print a diagnostics label.

Printing a Diagnostics Label

The diagnostics label shows the printer's software and firmware versions and Ethernet information.

1. Press .
2. Enter the Manager Password and press **Enter**. The default password is **1234**. The Configure screen appears.



Note: This screen may appear differently on the single printer version.

3. Press **Print Diag Label**. A diagnostics label prints.

Control # QL009-1
Software # 127459
Software Ver 2.0
Firmware Ver 2.5
IP Addr 192.0.0.192
Subnet 255.255.0.0
Gateway 192.0.0.192
Avery Dennison
Model 9415

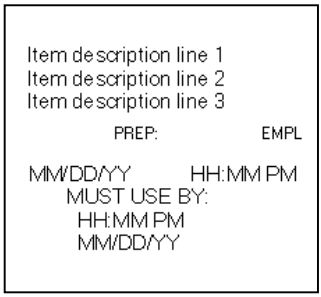
Sample Diag Label

LABEL FORMATS

A

Format 1

Prints 1.2” wide x 1.1” long labels.

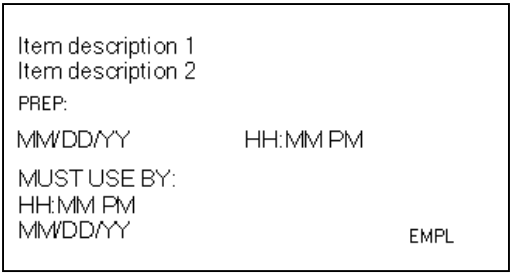


Enter the following information for each field:

Field	Description
Description 1	Prints up to 17 characters.
Description 2	Prints up to 17 characters.
Description 3	Prints up to 17 characters.
EMPL	Employee ID must be 2-10 characters.
Must Use By	Numbers only. Days 0-365, hours 0-23, minutes 0-59.

Format 2

Prints 2.2” wide x 1.1” long labels.

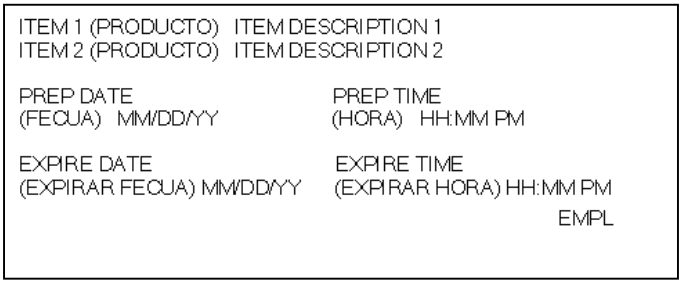


Enter the following information for each field:

Field	Description
Description 1	Prints up to 35 characters.
Description 2	Prints up to 35 characters.
EMPL	Employee ID must be 2-10 characters.
Must Use By	Numbers only. Days 0-365, hours 0-23, minutes 0-59.

Format 3

Prints 2.2” wide x 1.5” long labels.



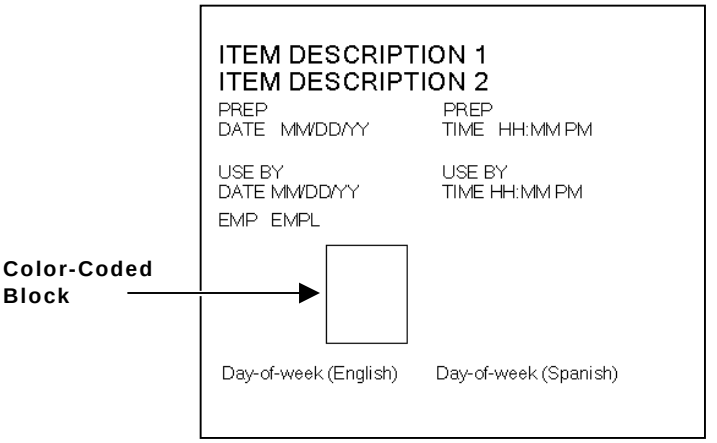
Enter the following information for each field:

Field	Description
Description 1	Prints up to 25 characters.
Description 2	Prints up to 25 characters.
EMPL	Employee ID must be 2-10 characters.
Expire Date/Time	Numbers only. Days 0-365, hours 0-23, minutes 0-59.

Format 4

Prints 2.2” wide x 2.0” long labels.

Note: A box prints around the color-coded block that corresponds to the day-of-week expiration date.

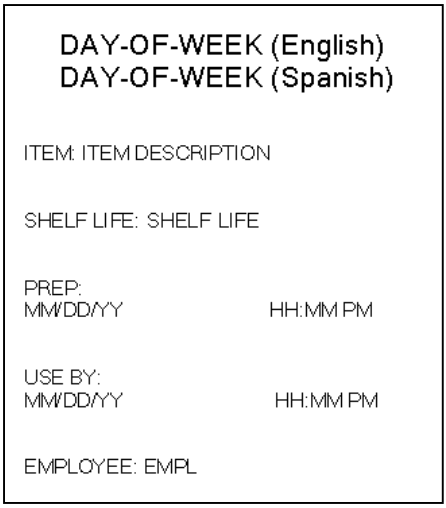


Enter the following information for each field:

Field	Description
Description 1	Prints up to 15 characters.
Description 2	Prints up to 15 characters
EMPL	Employee ID must be 2-10 characters.
Use By	Numbers only. Days 0-365, hours 0-23, minutes 0-59.
Blue	Use by Monday.
Yellow	Use by Tuesday.
Red	Use by Wednesday.
Brown	Use by Thursday.
Green	Use by Friday.
Gold	Use by Saturday.
Black	Use by Sunday.

Format 5

Prints 2.2” wide by 3.0” long labels.

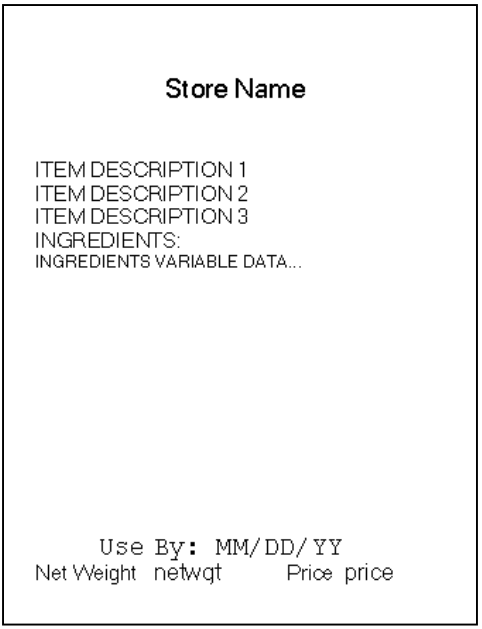


Enter the following information for each field:

Field	Description
Description	Prints up to 16 characters.
Shelf Life	Prints up to 13 characters.
EMPL	Employee ID must be 2-10 characters.
Use By	Numbers only. Days 0-365, hours 0-23, minutes 0-59.

Format 6

Prints 2.2” wide x 4.0” long labels.



Enter the following information for each field:

Field	Description
Store Name	Prints up to 17 characters.
Description 1	Prints up to 23 characters.
Description 2	Prints up to 23 characters.
Description 3	Prints up to 23 characters.
Ingredients	Prints up to 656 characters. **Note:** Does not print semicolons or returns.
Use By	Prints in MM/DD/YY format.
Net Weight	Prints up to 8 characters.
Price	Prints up to 7 characters: numbers 0-9, period and dollar, cents, Euro, pound, and yen signs only.

SPECIFICATIONS

B

Printer Specifications

Height:	7.75” (197 mm)
Width:	17.75" (451 mm)
Depth:	7.0” (178 mm)
Weight w/ supply:	12.06 lbs (5.48 kg)
Power:	100-240V AC, 47 to 63Hz input supplies 24V DC, 90W to printer
Operating Limits:	Operating Thermal Direct 32° to 122° F (0° to 50° C) Storage: -4° to 149° F (-20° to 65° C)
Relative Humidity:	0% - 90% non-condensing
Printhead:	203 dpi (8.0 dots per mm)
Printing Method:	Thermal Direct

Supply Specifications

Supply Type:	Labels
Supply Widths:	1.2” (30 mm) minimum 2.2” (56 mm) maximum
Supply Lengths:	1.1” (28 mm) minimum 4.0” (102 mm) maximum
Max. Print Area:	2.0” (51 mm)

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